

EXHIBIT A

For Commission Use Only:

Case:

03.0390

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

Regarding a complaint by (Person making the complaint): VERNA L. BETHEA AND WEBELENE BETHEA

Against (Utility name): PEOPLES ENERGY AND PEOPLES GAS, LIGHT, ETC.

As to (Reason for complaint) SEE SEPARATE SHEET MARKED ITEM 1

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1322 W. 72ND STREET

The service address that I am complaining about is 1322 W. 72ND STREET

My home telephone is (773) 483-4562

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 483-4562

(Full name of utility company) PEOPLES ENERGY AND PEOPLES GAS (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

We are unable to respond to this. Because on 6-9-03, I placed a call to Mr. Carlos Ruiz

of the ICC to inform him that they did send me the sample, the procedural manual for the ICC

hearing and a blank formal complaint form. But, according to the sample, I needed to know

the state statute? or law that I needed to write down. Mr. Ruiz told me that it was not necessary
and just state that you want a Hearing. So, my request is for a Hearing.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed? I DON'T KNOW BECAUSE INSPITE OF

☐ Yes ☐ No NUMEROUS

INQUIRIES/COMPLAINTS. I NEVER GOT ANY TANGIBLE OR VIABLE RESPONSE FROM ICC

FOR

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

SEE SEPARATE SHEET MARKED ITEM 1

Please clearly state what you want the Commission to do in this case: Peoples Energy and Peoples Gas need to acknowledge this error and the continued coverup that followed this erroneous bill. This failure and their continued failure to accept payment arrangements has and have placed undue hardship, inconvenience, worry and stress on u This has resulted in continuing health and financial concerns and therefore we are also asking for \$25,000.(

from each and all additional costs associated with this erroneous bill.

Date: 6/10/03

(Month, day, year)

Complainant's Signature

Verna L. Bethea

If an attorney will represent you, please give the attorney's name, address, and telephone number.

Whelene Bethea

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

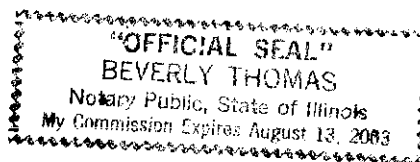
The contents of this petition are true to the best of my knowledge.

(Signature)

Subscribed and sworn/affirmed to before me on (month, day, year) 06-10-2003

Beverly Thomas

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

ITEM 1

Verna L. Bethea and Webelene Bethea

1. On June 23, 1997 I received an ACTUAL bill \$1,181.14 claiming for 32 days of service at 1322 W. 72nd Street.
From September 20, 1996 until May 22, 1997, I received estimated bills.
I have for years received estimated bills and not complained.

I had called and spoke with a Peoples rep regarding my bill and was told by her, 'that you need to ask for an audit of your account because you are being charged over \$1000.00 for X days of service.'
2. The meter was located under my locked enclosed porch. In order to get a reading, you have to have access followed by a crawl or duckwalk of over 8 feet. The day in question I nor anyone else was at home therefore it was impossible to have gotten this reading.
3. I called and complained and was told that a reinspection would take place. It did: I was to receive a letter stating that an error had taken place.
4. I did receive a letter from a Mr. Schaffer of Peoples stating the error and that an adjustment would take place.
5. When I kept making inquiries as to when this corrected bill would be received; I received another letter from a Ms. Staley stating that the letter from Mr. Schaffer that stated an error had indeed taken place was in itself a mistake and shouldn't have taken place. When my daughter spoke with the rep who did the reinspection he stated that it was impossible for our house to have used up that amount of gas.
6. The meters in the neighborhood were being being removed from inside homes and placed on the outside. I asked that mine be placed to the side so that there would be easy access. I was told in order to do that, they would have to put a gas pipe across my window. So, it had to be placed under my enclosed locked front porch.
7. My service was interrupted for the first time because of difficulty in paying, so my meter was removed and the lock and latch was damaged. The meter was removed from private property and I had to find this out from, Ms. Rogers, a customer rep when I called to see what arrangements could be made.

I was told by the aide to the alderman that it was unusual to remove a meter unless there had been in excess of 6 months or more without service. That wasn't the case with us.
8. Everytime I attempted to make arrangements as a result of this bill, I was told that whatever I was paying would only postpone interruption in service one week only and therefore I found myself paying weekly in order to prevent interruption in spite of other debts.
9. Once, I went to the office on 63rd and I was told there, "Oh, I see you have contacted CUB" from a Peoples Rep.

10. Whenever, I speak with a rep to make payments I have had them comment, just a minute and state, Oh. I have to speak with a supervisor, so this leads me to believe that there is something written in the record or computer about me. I know that my daughter did speak with someone in April, '02 and the young lady commented somewhat as to yes, when my daughter said yes, "My mother had complained to the ICC."
11. I had foot surgery in May 2000 and in December, 2000 I had heart surgery since I had diabetes. I had a doctor statement regarding a Medical Necessity that was sent in order to prevent my gas from being interrupted, since I was unable to work. This was recommended by a Peoples employee. Prior to this, I didn't know it existed nor would I have used it. I was told to have the letter submitted, monthly. This, I did for a few months, only to have the last one in April/May rejected because a rep came to my door to disconnect my service. He was asked regarding Dr.s' notice regarding my heart failure and he commented that no, I didn't have anything in my computer regarding that so, since you can't find the key, I am going to state, that you refused me entry. Which wasn't the case, I didn't have the key plus the doctors' receptionist that I called stated that she will resubmit the notice regarding my health problems and request no interruption in service. The denial to make any kind of arrangements was from a supervisor named Mr. Nelson. The total amount of \$4,965.18 was needed to avoid disconnection in service according to him.

Regarding the doctors statement, I was told, I can't submit another notice until October, 2002. This was conveyed to me by way of my daughter who had had the conversation with Mr. Nelson.

12. When they came to disconnect the service in May 26, 2002, the Friday before Memorial Day my daughter had the key and asked them if they could cut it off from under the porch. The worker said, Sorry, but no, We have to cut it off from the street. Present with the workers, was someone in a shirt and tie with a ledger and he came along the gangway between my house. The payment for restoral was done on June 3, 2002. Once gas was restored, the workers were unable to get a reading because they didn't have the right equipment to scan. Because there was to have been an actual reading once the service was restored.
13. When I went to have the service restored, the clerk asked me: 'when they came to dig up the street to shut off service, why didn't you have them shut it off from the meter.' I told her I did but they refused to use the key. Resulting in another deposit. When the gas was shut off the first time, as a result of this enormous erroneous bill I had to pay a deposit. When they threaten disconnection and did, I don't remember any of the previous deposits being used toward restoral service.
14. I have resided at this location since 1968 and not once have I had my gas shut off until this erroneous bill. Because of my failing health I have never had my gas shut off from the street in spite of my numerous attempts at making arrangements and doctors statements.
15. I received a threat from Peoples Energy stating that they will report this bill for \$4,951.00 to the Credit Bureau and they did. It showed up as Peoples Gas with a negative mark in spite of me wanting to make arrangements on June, 2002 and my doctors statements regarding diminishing health. This large amount also was from 2001 when Peoples Energy gas prices doubled..
16. ICC never responded to me directly in writing nor gave me an assigned reference number regarding my claims against Peoples Energy or Peoples Gas, instead they refer it back to them for settling and it was never settled.
17. In spite of the meter that was installed to replace the one initially illegally removed from under

my porch: this meter is suppose to be readable from under the porch from the street: I continued to receive estimated bills in 98, 99 and recently in 2002.

18. Peoples Energy nor Peoples Gas are willing to work with you inspite of the flyers that you receive with your bill stating that they are. I ran into obstacles.
19. As I stated earlier, I have complained to ICC, Attorney General Office, CUB and the aldermen office, to name a few, to no avail.
20. After the service was restored for the full amount of over \$5,000.00 within one week: a gentlemen showed up and when he was asked for ID he pointed to a Peoples Energy truck and said that that was his ID. He came to restore service eventhough it had been restored about one week earlier after interruption.
21. Also, I had asked Ms. Staley if she would provide me with an itemized breakdown of my readings and she said no. So, when I went downtown on Congress and State. I made the same request and I received it. I went down there after receiving funds from my daughter for payment.
22. I believe that I have been singled out /retaliated upon because of my history of complaining and therefore no matter what arrangements I try to make or considerations asked of Peoples Energy and Peoples Gas on my behalf, falls on deaf ears.